

New Pay Schedule, Live-in Vouchers and Other Changes FAQs

Home Care Worker Concerns

Concern: I was told that I could not turn in my voucher because I used the “wrong” voucher. I turned in the live-in voucher I received in early January.

Answer: Live-in Vouchers changed starting for the January 1 -15th pay period. This change is statewide. All live-in vouchers should be accepted. Training for voucher clerks occurred on January 25th and may be found [here](#). [IM-16-011](#) also covers the live-in voucher process changes. Payments for live-in providers will be issued on February 2, 2016.

No one should be told they cannot turn in a voucher. If the HCW turns in the ‘wrong’ voucher, as in we sent them one and then because of system changes we sent them another one we should accept the one submitted. Write the correct voucher number onto the received voucher if this occurs.

Concern: I missed the new voucher orientation in my area. I was told to call SEIU (or the Home Care Commission) to get the training packet.

Answer: Local offices should be providing the training packets to HCWs who missed the training. Local offices can find the training packet at: <http://www.dhs.state.or.us/spd/tools/cm/PTC/index.htm>. There are English, Russian, Spanish and Vietnamese packets available under recent updates.

Concern: I was told that my check is at the local office but I cannot have it until Feb. 2nd.

Answer: Local offices should be careful about messaging the new payment calendar. The HCW may have turned in the voucher, and the local office may have entered the information but all checks will issue with the nightly batch processing on February 2nd. Checks will continue to be mailed from Salem or direct deposit – that process has not changed.

Concern: The HCW said that she has 3 calendars that were sent to her for time cut off, pay dates, and processing dates (I believe) and none of the dates match or jive with what the branch office is telling her.

Answer: The first two calendars that were sent (October and November 2015) did have a few errors. The correct calendar was sent in December. SEIU has posted the corrected version on their website, the HCC will be posting it on their website and it is on CM tools website at:

http://www.dhs.state.or.us/spd/tools/cm/homecare/HCW_PayrollColorCalendar%202016-2019.pdf

Please use the correct calendar to provide advice to HCWs about voucher submission deadlines and payment dates.

Concern: The local office sent me to the union about how to complete the new voucher.

Answer: This is inappropriate. We should help HCWs understand how to complete the voucher. Additionally, a referral to STEPS may be appropriate for the consumer.

Concern: I don't understand when I will get my check and the local office told me to call the union.

Answer: Please answer these questions. The calendar described above includes all the dates HCWs and staff need to know. The Member Resource Center (MRC) should be a resource when HCW has questions as to WHY the pay periods have been changed to 2 times per month or if the HCW is complaining about the change. HCWs can reach out to the MRC when they believe there has been a violation to the collective bargaining agreement (CBA) want to know why SEIU agreed to the change during collective bargaining or when they do not understand what was agreed to in the CBA.

Concern: The local office sent me to the union to find out when my paycheck will come.

Answer: All local offices can refer to HINQ to confirm the voucher has been entered and the check date is provided. All checks will process on the new payment schedule.

Local Office Concerns and Questions

Concern: I don't understand why we change the timeframe for paying HCWs. Why can't we pay on the old 2-day cycle?

Answer: There was only one reason; we recognized the additional time is was going to take local offices to enter the new voucher. Even though we are rolling

out the new voucher in regions, the MainFrame system needed to make the conversion to the new payment system at the same time.

Concern: We sent out a few vouchers later than normal so the HCW could not get them in by the cut off.

Answer: Local offices should enter the vouchers as soon as they can. They should prioritize:

- Correctly completed vouchers that were turned in timely;
- Vouchers that were turned in late because of our error (such as the example above);
- Vouchers that were incorrect or incomplete and had to be returned to the HCW or consumer.
- Vouchers that were turned in late.
- Vouchers that were turned in for the following pay period.

Concern: I have been told to NOT process vouchers after the 3 day voucher submission deadline.

Answer: Staff should still process the vouchers when they receive them even if it's after the deadline. The HCW will be paid in the next scheduled pay date but please enter them as they come in to the office. Additionally, in February we will be issuing "out-of-cycle payments" on February 9th and February 23rd to help HCWs who missed the original deadline. This is part of the Collective Bargaining Agreement and will only happen in February 2016.

Concern: I have a live-in voucher and the HCW is claiming time-off. However, it was not pre-authorized and there is not a respite voucher issued. What do I do?

Answer: If there is not an hourly voucher issued, issue a respite voucher to natural supports for the amount of hours the HCW took off. Then please refer this to the case manager. Case managers should determine who was providing care to the consumer during that time period. Please remember that consumers who are receiving live-in care have such high needs that they cannot be safely be left alone. If leave is taken without a respite provider on a regular basis, it is highly unlikely that the consumer is really eligible for live-in services. Additionally, it is inappropriate to use an hourly HCW to relieve the live-in HCW unless the live-in HCW needs time to sleep or if there are two person assist needs identified in the service plan and approved by central office.